

SPSO decision report

Case: 201203475, Dundee City Council
Sector: local government
Subject: sheltered housing and community care
Outcome: not upheld, recommendations

Summary

Mrs C moved back to the council's area to care for family. She accepted the council's offer of an upper villa flat which had an intercom service to wardens in a nearby sheltered housing complex, although she was fit and active and had no need of the service. The council upgraded the intercom service at the start of 2012. Mrs C then began to be disturbed each morning with switchovers of warden shifts and an early call from the wardens to her downstairs neighbour, who was deaf. This caused her stress and she requested a house transfer. When Mrs C complained, the council disconnected her intercom service and insulated the cable conduit to reduce noise leakage between the two flats. The remaining problem was a matter of acoustic noise transference of conversations between the two properties.

Our investigation did not find grounds to uphold Mrs C's complaint that the council had unreasonably failed to deal with the problems of the intercom system but in the circumstances, given Mrs C's wish to move, we made a recommendation to address her concerns.

Recommendations

We recommended that the council:

- invite Mrs C to an interview with their letting centre to explore the possibilities of a mutual exchange and other housing options.